

Comparisons of Job Characteristics

Focus Occupation: [First-Line Supervisors of Office and Administrative Support Workers \(43-1011\)](#)

Associated Occupation: [General and Operations Managers \(11-1021\)](#)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 84

Focus Occupation: First-Line Supervisors of Office and Administrative Support Workers (43-1011)

Associated Occupation: General and Operations Managers (11-1021)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Administration and Management	8.4	17.3	14.6	<	Expanded education and/or training may be required
Customer and Personal Service	11.3	16.4	16.7	0	Current knowledge level may be sufficient
Personnel and Human Resources	5.6	15.2	10.6	<<	Extensive education and/or training may be required
Economics and Accounting	4.4	13.0	9.0	<<	Extensive education and/or training may be required
Clerical	7.3	12.0	12.7	0	Current knowledge level may be sufficient
Sales and Marketing	5.2	10.5	7.0	<<	Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 91

Focus Occupation: First-Line Supervisors of Office and Administrative Support Workers (43-1011)

Associated Occupation: General and Operations Managers (11-1021)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Monitoring	9.9	12.5	13.6	0	Current skill level may be sufficient
Coordination	9.1	12.3	13.3	0	Current skill level may be sufficient
Negotiation	6.8	10.8	11.9	>	Skill level is likely sufficient
Management of Personnel Resources	6.9	10.7	12.3	>	Skill level is likely sufficient
Persuasion	7.4	10.5	11.1	0	Current skill level may be sufficient

Operations Analysis	5.0	10.1	6.4	<<	Extensive development of skills in this area may be required
Management of Material Resources	3.7	9.2	6.2	<<	Extensive development of skills in this area may be required
Management of Financial Resources	3.3	8.1	6.4	<	A higher skill level may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities		Similarity of Focus Occupation to Associated Occupation: 93			
Focus Occupation: First-Line Supervisors of Office and Administrative Support Workers (43-1011) Associated Occupation: General and Operations Managers (11-1021)					
Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Problem Sensitivity	11.1	13.2	12.7	0	Current ability level may be sufficient
Written Comprehension	11.0	13.2	12.2	0	Current ability level may be sufficient
Written Expression	9.8	13.2	12.3	0	Current ability level may be sufficient
Fluency of Ideas	7.6	9.8	10.0	0	Current ability level may be sufficient
Originality	7.6	9.6	10.7	>	Current ability level is likely sufficient

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common		Similarity of Focus Occupation to Associated Occupation: 79
Focus Occupation: First-Line Supervisors of Office and Administrative Support Workers (43-1011) Associated Occupation: General and Operations Managers (11-1021)		
Work Activities	Exclusivity of Activity	
Analyze operational or management reports or records	62	
Analyze organizational operating practices or procedures	70	
Assign work to staff or employees	30	
Conduct or attend staff meetings	47	
Confer with other departmental heads to coordinate activities	61	
Develop budgets	56	
Develop policies, procedures, methods, or standards	21	
Develop staffing plan	77	
Direct and coordinate activities of workers or staff	3	
Evaluate information from employment interviews	72	
Evaluate performance of employees or contract personnel	54	
Explain rules, policies or regulations	48	
Hire, discharge, transfer, or promote workers	47	
Interview job applicants	69	
Schedule employee work hours	60	

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus
Occupation to Associated
Occupation: 80

Focus Occupation: First-Line Supervisors of Office and Administrative Support Workers (43-1011)
Associated Occupation: General and Operations Managers (11-1021)

Tools and Technologies	Exclusivity
Business function specific software	1
Calculating machines and accessories	3
Computer data input devices	2
Computers	1
Content authoring and editing software	1
Data management and query software	1
Duplicating machines	6
Finance accounting and enterprise resource planning ERP software	2
Information exchange software	1
Network applications software	1
Personal communication devices	2

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.